

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	2606841
<b>Application Number:</b>	10826160
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	8619
<b>Title of Invention:</b>	Processing service requests for product support with indexed and clustered answer objects
<b>First Named Inventor/Applicant Name:</b>	Hua-Jun Zeng
<b>Customer Number:</b>	22801
<b>Filer:</b>	David Steven Thompson/Pam Arsondi
<b>Filer Authorized By:</b>	David Steven Thompson
<b>Attorney Docket Number:</b>	MS1-1892US
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<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment		no			
File Listing:					
Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1	NPL Documents	BT9708.PDF	370321	no	7
			4c4f095d34fe51331a1bce5479f9830900ba1576		
Warnings:					
Information:					

2	NPL Documents	BW8573.pdf	251704 b6c0ba54855cca4368237a10cd4e10621fe6b6f2	no	4
Warnings:					
Information:					
3	NPL Documents	BW7851.pdf	341809 46c44c5690cc340fa2741d5a344c58b778b10a3a	no	6
Warnings:					
Information:					
4	NPL Documents	BW7808.pdf	547813 4c34a39f1436c95ae5714f47691c5b885c9370c	no	8
Warnings:					
Information:					
5	NPL Documents	BW7855.pdf	356769 a39589616637c0b15a5a3d55e4104e5795e196	no	6
Warnings:					
Information:					
6	NPL Documents	BW7846.pdf	333604 9d5a66a931e8bcb453a062b28fa52415a3569e	no	6
Warnings:					
Information:					
7	NPL Documents	C66932.PDF	318610 e7901488a9ffac3595afe3c32a9570cbb20e1	no	4
Warnings:					
Information:					
8	NPL Documents	C66928.PDF	304146 c79c59ed35f41bca5ac210b53d166c14929e61c7	no	4
Warnings:					
Information:					
9	NPL Documents	BW7819.pdf	220947 7cd5421d2acc582cd0a4199d710574b6a72774ba	no	4
Warnings:					
Information:					
10	NPL Documents	C66930.PDF	495656 77c6188db5e2ba344ae6b9c2b1c1eb99fc2469a	no	6
Warnings:					
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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.